HN

UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/691,791	10/18/2000	Keith Shoji Kiyohara	81045.1034	5768

22804 7590 01/26/2005	EXAMINER
THE HECKER LAW GROUP	SALAD, ABDULLAHI ELMI

THE HECKER LAW GROUP
1925 CENTURY PARK EAST
SUITE 2300
LOS ANGELES, CA 90067

ART UNIT	PAPER NUMBER
2157	

DATE MAILED: 01/26/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on _24 August 2004_.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims.

4)☒ Claim(s) _1-55 and 57-73_ is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☒ Claim(s) _19-54 and 64-73_ is/are allowed.

6)☒ Claim(s) _1-18 and 55-63_ is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

      1.☐ Certified copies of the priority documents have been received.

      2.☐ Certified copies of the priority documents have been received in Application No. _____.

      3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1)☒ Notice of References Cited (PTO-892)

2)☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3)☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.

4)☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____.

5)☐ Notice of Informal Patent Application (PTO-152)

6)☐ Other: _____.

Response to Amendment

1.   The amendment filed on 8/24/2204 has been received and made of record.

Allowable Subject Matter

2.   Applicant's arguments with respect to claims 19-54 and 64-37 are persuasive,

thus Claims 19-54 and 64-37 are allowed.

3.   Applicant's arguments with respect to claims 1-18 and 55-63 have been

considered but are moot in view of new ground of rejection.

Claim Rejections - 35 USC § 103

4.   The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

5.   Claims 1-18 and 55-63 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Sassin et al., U.S. Patent No. 6,449,260 in view of Raghunandan et

al., U. S. Patent No. 6,816,885[hereinafter Raghunandan].

As per claims 1, Sassin et al., discloses a method comprising:

generate a first message (electronic mail) to a call center (see col. 7, line 54-57, and

col. 8, lines 54-61, where an electronic mail with call back information is received from a

customer, an acknowledgement is send to the customer);

transmit said first message to said call center (see col. 7, line 54-57 and col. 8, lines 55-

61, where an electronic mail with call-back request is received from a customer and

acknowledgement is send to the customer);

obtain an inquiry from a user (agent) for a duplicate (i.e. copy) of said first

message)(see col. 8, lines 35- 49);

 generate said duplicate of said first message in response to said inquiry (see col. 8,

lines 35- 49).

Sassin is silent regarding: store a reference to a template used to generate said first

message, said template comprising standardized message text.

Raghunandan discloses a system for handling electronic messages (i.e., archiving,

retrieving and generating reply template) including storing a reference to a template

used to generate said first message, said template comprising standardized message

text (see fig. 1 and col. 9, line 51 to col. 10, line 16). Therefore, it would have been

obvious to one having ordinary skill in the art at the time of the invention to incorporate

the teachings of Raghunandan into the system of Sassin in order to facilitate

retrieving/regenerating previously archived electronic messages.

In considering claim 2, Sassin et al., discloses a system, wherein the first message is

generated in response to a triggering event (service request event), (see col. 7, lines

50-65).

In considering claim 3, Sassin et al., discloses a system, configured to regenerate said

duplicate message further comprises:

obtain template data associated with said first message (see col. 7, line 50 to col. 8, line

50);

obtain general information associated with said first message(see col. 7, line 50 to col.

8, line 50);

combine said template data and said user information (see col. 7, line 50 to col. 8, line

50).

In considering claim 4, Sassin et al., discloses a system wherein said general

information comprises user specific information (i.e. user identification), (see col. 7, lines

50-65).

In considering claim 5, Sassin et al., discloses a system wherein said general

information comprises previously calculated information (previously filtered information),

(see col. 7, lines 50-65).

In considering claim 6, Sassin et al., discloses a system wherein said second user

comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As per claim 7, Sassin et al., discloses a method comprising:

generate a first message (i.e., electronic mail) to a call center (see col. 7, line 54-57

and col. 8, lines 54-61, where an electronic mail with call back information is received

from a customer, an acknowledgement is send to the customer);

transmit said first message to said call center (see col. 7, line 54-57 and col. 8, lines 55-61,where an electronic mail with call back information is received from a customer, an acknowledgement is send to the customer);

obtain an inquiry from a user (agent) for a duplicate (i.e. copy) of said first message)(see col. 8, lines 35- 49);

generate said duplicate of said first message in response to said inquiry (see col. 8, lines 35- 49).

Sassin is silent regarding: store a reference to a template used to generate said first message, said template comprising standardized message text.

Raghunandan discloses a system for handling electronic messages (i.e., archiving, retrieving and generating reply template) including storing a reference to a template used to generate said first message, said template comprising standardized message text (see fig. 1 and col. 9, line 51 to col. 10, line 16). Therefore, it would have been obvious to one having ordinary skill in the art at the time of the invention to incorporate the teachings of Raghunandan into the system of Sassin in order to facilitate retrieving/regenerating previously archived electronic messages.

In considering claim 8, Sassin et al., discloses a system, wherein the first message (the acknowledgement message) is generated in response to a triggering event (customer service request event), (see col. 7, lines 50-65).

In considering claim 9, Sassin et al., discloses a system, configured to regenerate said

duplicate message further comprises:

obtain template data associated with said first message (see col. 7, line 50 to col. 8, line

50);

obtain general information associated with said first message(see col. 7, line 50 to col.

8, line 50);

 Combine said template data and said user information (see col. 7, line 50 to col. 8, line

50).

In considering claim 10, Sassin et al., discloses a system wherein said general

information comprises user specific information (i.e. user identification), (see col. 7, lines

50-65).

In considering claim 11, Sassin et al., discloses a system wherein said general

information comprises previously calculated information (previously filtered information),

(see col. 7, lines 50-65).

In considering claim 12, Sassin et al., discloses a system wherein said second user

comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As per claim 13, Sassin et al., discloses an apparatus comprising:

generate a first message (i.e., electronic mail) to a call center (see col. 7, line 54-57

and col. 8, lines 54-61, where an electronic mail with call back information is received

from a customer, an acknowledgement is send to the customer);

transmit said first message to said call center (see col. 7, line 54-57 and col. 8, lines 54-

61, where an electronic mail with call back information is received from a customer, an

acknowledgement is send to the customer);

obtain an inquiry from a user (agent) for a duplicate (i.e. copy) of said first

message)(see col. 8, lines 35- 49);

 generate said duplicate of said first message in response to said inquiry (see col. 8,

lines 35- 49).

Sassin is silent regarding: store a reference to a template used to generate said first

message, said template comprising standardized message text.

Raghunandan discloses a system for handling electronic messages (i.e., archiving,

retrieving and generating reply template) including storing a reference to a template

used to generate said first message, said template comprising standardized message

text (see fig. 1 and col. 9, line 51 to col. 10, line 16). Therefore, it would have been

obvious to one having ordinary skill in the art at the time of the invention to incorporate

the teachings of Raghunandan into the system of Sassin in order to facilitate

retrieving/regenerating previously archived electronic messages.

In considering claim 14, Sassin et al., discloses a system, wherein the first message (the acknowledgement message) is generated in response to a triggering event (customer service request event), (see col. 7, lines 50-65).

In considering claim 15, Sassin et al., discloses a system, configured to regenerate said duplicate message further comprises: Obtain template data associated with said first message (see col. 7, line 50 to col. 8, line 50);

obtain general information associated with said first message(see col. 7, line 50 to col. 8, line 50);

combine said template data and said user information (see col. 7, line 50 to col. 8, line 50).

In considering claim 16, Sassin et al., discloses a system wherein said general information comprises user specific information (i.e. user identification), (see col. 7, lines 50-65).

In considering claim 17, Sassin et al., discloses a system wherein said general information comprises previously calculated information (previously filtered information), (see col. 7, lines 50-65).

In considering claim 18, Sassin et al., discloses a system wherein said second user comprises an entity representative (i.e. agent), (see col. 7, lines 50-65).

As to claim 55, Sassin discloses a method for providing electronic mail messages

comprising:

in response to a triggering event (in response to receiving customer request), accessing

a template from a plurality of templates, each of said plurality of templates comprising

standardized information associated with a type of triggering event (see col. 8, lines 31-

49);

generating an electronic mail message by populating said template with data from

a file associated with a customer (create new electronic mail as reply to the customer

inquiry)(see col. 50-53); and

transmitting said electronic mail message to said customer (see col. 8, lines 50-53).

Sassin is silent regarding: store a reference to a template used to generate said first

message, said template comprising standardized message text.

Raghunandan discloses a system for handling electronic messages (i.e., archiving,

retrieving and generating reply template) including storing a reference to a template

used to generate said first message, said template comprising standardized message

text (see fig. 1 and col. 9, line 51 to col. 10, line 16). Therefore, it would have been

obvious to one having ordinary skill in the art at the time of the invention to incorporate

the teachings of Raghunandan into the system of Sassin in order to facilitate

retrieving/regenerating previously archived electronic messages.

As to claim 56, Sassin discloses the method of claim 55, further comprising storing a reference (identification number) to said template (see col. 8, lines 26-49).

As to claim 57, Sassin discloses the method of claim 56, further comprising:

receiving a request for prior correspondence with said customer (receiving electronic mail from a customer) (see col. 7, lines 50—56);

retrieving said reference (retrieving identification number)(see col. 8, lines 41-49);

obtaining said template based on said reference (see col. 8, lines 35-49) ; and

regenerating said electronic mail message by populating said template with said data from said file (see col. 8, lines 50-53).

As to 58, Sassin discloses the method of claim 57 wherein said request is received from an entity representative (agent), said method further comprising displaying said electronic mail message to said entity representative (see col. 8, lines 45-49).

As to claim 59, Sassin discloses the method of claim 58, wherein said file further comprises note information from a prior communication with said customer, said method further comprising:

obtaining a notes template (i.e., predefined template that contain information)(see col. 8, lines 38-41);

populating said notes template with said note information (see col. 8, lines 38-49); and

displaying to said entity representative said notes template comprising said note

information (see col. 8, lines 38-49).

As to claim 60, Sassin discloses the method of claim 58, wherein said file further

comprises audio data of a prior communication with said customer, said method further

comprising:

obtaining an audio template (see col. 3, lines 44-67 and col. 4, lines 34-51);

associating said audio data with said audio template (see col. 8, lines 38-49);

displaying to said entity representative said audio template, said audio template

configured to provide play back of said audio data (see col. 8, lines 50-53).

As to claim 61, Sassin discloses the method of claim 57, further comprising transmitting

the regenerated electronic mail message to said customer(see col. 8, lines 50-53).

As to claim 62, Sassin discloses the method of claim 55, further comprising storing

calculated data from said electronic mail message in said file (see col. 7, lines 60-66).

As to claim 63, Sassin discloses the method of claim 55, wherein said data comprises a
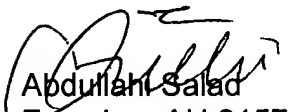
record in a database (see col. 7, lines 60-66).

Conclusion

6.   The prior art made of record and not relied upon is considered pertinent to

applicant's disclosure.

7.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Salad E Abdullahi whose telephone number is 703-308-

8441. The examiner can normally be reached on 8:30 - 5:00. If attempts to reach the

examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can

be reached on 703-305-4792. The fax phone number for the organization where this

application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent

Application Information Retrieval (PAIR) system. Status information for published

applications may be obtained from either Private PAIR or Public PAIR. Status

information for unpublished applications is available through Private PAIR only. For

more information about the PAIR system, see http://pair-direct.uspto.gov. Should you

have questions on access to the Private PAIR system, contact the Electronic Business

Center (EBC) at 866-217-9197 (toll-free).

Abdullahi Salad
Examiner AU 2157
1/23/2005